



Hospitality and Outreach Coordinator - Job Description

Timeframe: April 3 to October 28, 2023 (30 weeks)

Location: Montréal and surrounding areas (combination of remote and on-site work)

Salary: \$610/week (Typical workload is 35 hrs/week)

****Candidate must be eligible for Emploi-Québec's Subvention salariale****

Repercussion Theatre is seeking an enthusiastic, organized, creative and outgoing individual to join our team! The Hospitality and Outreach Coordinator (HOC) will be the main point person for audience and donor relations at our outdoor shows. Working as part of the Shakespeare-in-the-Park (SITP) team, the HOC's focus will include: investigating and implementing accessibility and sustainability initiatives; seeking sponsorship opportunities; overseeing the concessions/merchandise tent with a mind towards improving the audience experience; and coordinating donor and VIP relations. The HOC will report to, and assist, the General Manager and the Director of Communications.

Founded in 1988, Montreal's Repercussion Theatre is best known for its annual Shakespeare-in-the-Park summer tour. As a professional theatre company and non-profit arts organization, our core values are artistic excellence, social relevance and accessibility. Repercussion Theatre is committed to equity and diversity in its exploration of classical theatre in today's world, and so we encourage applicants from all cultural backgrounds, abilities and gender identities to apply.

In the wake of the COVID pandemic, we have adopted a hybrid working model with some in-person and some remote work, as the instance requires. However, the nature of our summer tour means that some work will need to take place in person. All personnel must abide by provincial public health guidelines for office and on-site work environments and understand that public health guidelines are subject to change. Repercussion is responsible for communicating relevant changes in public health guidelines to its employees as necessary and requests full cooperation from employees in order to ensure the safety of all.

Pre-tour duties (April, May, and June):

- Seek sponsors and partners for the concessions and merchandise tent
- Brainstorm and implement ways to improve the offerings and layout of the concessions and merchandise tent (ideally with an emphasis on sustainability and accessibility)
- Approach local businesses to sell ads in the SITP program
- Assist the Communications Assistant in distributing posters to local businesses; organize volunteers to help in poster distribution
- Keep track of VIP registration/guest lists and update donor database as needed

Tour duties (tentatively July 13 to August 6; subject to change)

- Oversee set-up of concessions and merchandise tent at all performances
- Assign duties to Concessions Assistant
- Collaborate with Volunteer Coordinator as point of contact for volunteers
- Prepare VIP packages
- Be a point of contact for VIP guests and show them to their seats
- Handle donations during intermission
- Document product activation for sponsors
- Respond to general inquiries at shows and assist people with accessibility needs

Post-tour duties (August to November)

- Ensure that tent materials are properly stored away
- Send thank-you notes and documentation to sponsors; ensure their continued participation the following year
- Research potential new sponsors
- Thank donors and update donor database

Other duties may include:

- Assist in other administrative and office work as required
- Assist in donor database maintenance
- Help with volunteer appreciation initiatives

Necessary Skills and Abilities:

- Bilingual (Excellent English language / grammar skills, written & oral; proficiency in written and spoken French)
- Degree in marketing, business, or related field; or equivalent work experience
- Strong customer service and sales skills and ability to interact with the public
- Ability to lead teams, strong communication and organizational skills
- Attention to detail
- Ability to work independently *and* work well as part of a team
- Comfort with handling multiple projects at the same time and ability to adapt to a variety of situations
- Knowledge of accommodating people with accessibility needs an asset
- Experience in donor relations an asset
- Driver's license – preference will be given to applicants who possess a driver's license

Please note that the successful candidate must be eligible for *Emploi-Québec's Subvention salariale – Expérience de travail* program. In order to find out if you are eligible, you need to go to your [Local Employment Centre \(CLE\)](#) and get an official letter.

Email a cover letter and resume to the attention of Stephanie Greene, General Manager, at hr@repercussiontheatre.com - we thank all applicants for their interest; however, only candidates selected for an interview will be contacted.